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AUTHOR Marquardt, Michael J.; Kearsley, Greg
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ABSTRACT

This book explores the interplay and impact of technology on how people work and learn, manage themselves in the workplace, and manage knowledge in their lives. It aims to show how technology can help people and organizations achieve the level of competence necessary to survive and succeed in the global marketplace of the next century. Part I describes the rapid changes in technology and the emerging impact of that technology on the world of work, on the workplace, on the organization (especially in building a learning organization), and on the worker. Part II begins with an overview of electronic and computer-based technologies that increase the speed of learning, allow training to be conducted anywhere and any time, and change the role of trainers and managers. This part then describes six key learning technologies: electronic publishing; television and video; teleconferencing by audio, video, computer, or desktop; interactive multimedia; simulation and virtual reality; and authoring tools. Part III explores how technology is being used to manage knowledge and provide just-in-time information and skills to the worker through electronic performance support systems and networks such as the Internet, intranets, and the World Wide Web. The final section of the book includes principles and practices necessary to use technology in the global workplace, including a consideration of the impact of culture and globalization. Three appendixes contain a glossary, a list of Internet sites for technology and learning in the workplace, and a list of associations and centers for technology and learning. (KC)

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